Magellan HEALTHCARE			Dean Health Plan – WellFirst ACA IL (29285) Commercial UM Timeliness Report									
3rd Quarter 2022 NonUrgent Pre-Service Post-Service Urgent Pre-Service												
		Nonl	Urgent Pre-Sei	rvice	Post-Service			Urg	Urgent Pre-Service			
Timeliness Metric		Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	Cases Processed	Cases Met	% Met	% Met	
RBM		46	46	100%	0	0	N/A	0	0	N/A	100%	
Determ	nination	46	46	100%	0	0	N/A	0	0	N/A	100%	
Notifications		46	46	100%	0	0	N/A	0	0	N/A	100%	
MSK		0	0	N/A	0	0	N/A	0	0	N/A	N/A	
Determ	nination	0	0	N/A	0	0	N/A	0	0	N/A	N/A	
Notifica	ations	0	0	N/A	0	0	N/A	0	0	N/A	N/A	
Physical Me	dicine	17	17	100%	0	0	N/A	0	0	N/A	100%	
Determ	nination	17	17	100%	0	0	N/A	0	0	N/A	100%	
Notifica	ations	17	17	100%	0	0	N/A	0	0	N/A	100%	
Overall Time	eliness	63	63	100%	0	0	N/A	0	0	N/A	100%	
	Tre	nd Data			Trend Summary							
	Overall	NonUrgent	Post-	Urgent								
	Timeliness	Pre-Service	Service	Pre-Service	100% 기 🔰	* *	<u> </u>	<u> </u>		<u> </u>	— ¥	
10 21	100%			لــــــ	90%	^	•••	***		- ~	~	
2Q 21	100%				80% -							
3Q 21	100%			,,	70% -							
4Q 21	100% 97.62%			,	60% -							
1Q 22 2Q 22	97.62%			·	50% -							
3Q 22	100%			·,	40% -							
4Q 22			,	·,	30% -							
10 23	+		,	·,	20% -		— — P	P4	-NonUrgent			
2Q 23	· +'		,t	·!	1070	Pre-Servic	ice	Post-	Pre-Service		eliness	
3Q 23	'† <u> </u>				0% +				1 1			
4Q 23	1'		<u>ر</u> ا	[]	1	⁷ Q ₂₇ ² Q		27 ⁴ Q27	10-22	2022	30-52	
1Q 24	· ,		· ·	· ,	1	`/	`/	/ /	7	7	`	

Definitions and Measurement Method:

This report displays quarterly timeliness performance for nonurgent pre-service, post-service, and urgent pre-service authorization requests. It complies with the reporting standards set forth by NCQA, separately measuring determinations from notifications, as well as measuring overall timeliness for utilization management review. Total cases measured include approvals and denials for medical necessity.

Overall Performance:

• Of the 63 combined NonUrgent Pre-service case(s), all met the timeframe for determination and notifications.

• No Post-Service cases were processed this quarter.

• No Urgent Pre-Service cases were processed this quarter.

Analysis and Improvement Opportunities:

Results yield an overall compliance rate of 100%.